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**From:** DiNatale, Margaret (DPH)  
**Sent:** Tuesday, March 23, 2010 3:13 PM  
**To:** Caloggero, Dina (DPH); Han, Linda (DPH)  
**Subject:** safety concern

Hi,

Today there was a strong solvent odor, in my office. This is about the 5 th time in the past 5 - 6 months that this odor has occurred. Each time, I call Howard at his office and then have him paged.

Today since the new Emergency Response booklets were posted, after leaving a message on Howard's office phone, I called 5911, as directed in the posted booklets.

After 15 minutes without no response, I called 5911 again. This time Chuck Miller came up and said "Oh, you got into your office." I said I called about a strong solvent odor. Sam gave Chuck the wrong message.

Then Chuck tracked down Howard and Chuck came back to tell me that Howard would be here shortly.

I am concerned with two things:

1. response time
2. incorrect message transmitted from the person taking the 5911 emergency call and the person who responded.

I don't know who is responsible for safety issues so I figured I would start with you.

Peggy DiNatale